

RESOLUTION

BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF EL PASO:

That the Classification and Compensation Plan shall be amended, as recommended by the Civil Service Commission. The class of **Toll Collection Manager** is hereby revised as specified in the duties and responsibilities attached hereto. The Code shall be **5258**. The Grade shall be **PM 77**.

PASSED AND APPROVED this 25th day of May, 2004.

THE CITY OF EL PASO

Joe Wardy
Mayor

ATTEST:

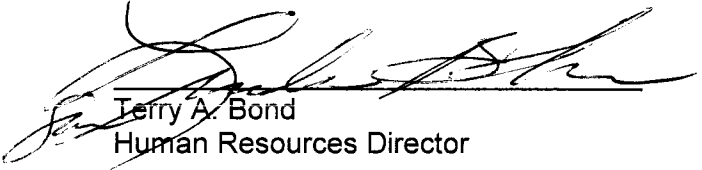
Richarda Duffy Momsen
City Clerk

APPROVED AS TO FORM:



Guadalupe Cuellar
Deputy City Attorney

APPROVED AS TO CONTENT:



Terry A. Bond
Human Resources Director

APPROVED BY THE CIVIL
SERVICE COMMISSION:

Date: May 13, 2004

By: _____
Secretary



Human Resources Department

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MEMORANDUM

May 10, 2004

To: Civil Service Commission
Thru: Terry Bond, Human Resources Director *TB*
From: James Sienkiewicz, Classification and Compensation Manager *JS*
Ana I. Sanchez, Personnel Analyst II *AS*
Re: Revision of Job Specifications

Human Resources recommends Commission approval of the job classification items listed below. See attached proposed and strike-through versions of the specifications.

	<u>TITLE</u>	<u>CODE</u>	<u>GRADE</u>
A. OFFICIAL PROPOSED	Toll Collection Supervisor	1537	GS 20
	Same	Same	GS 21
B. OFFICIAL PROPOSED	Toll Collection Superintendent	1539	GS 27
	Toll Collection Manager	5258	PM 77

Revision of the subject job classes was requested by the Streets Director. Human Resources found that the responsibilities and duties for these job classes have evolved since the current job classes were written.

- A) As a result of the increased managerial accountability of the Superintendent, the Toll Collection Supervisors have assumed a more autonomous role in day-to-day oversight of bridge operations, participate in project research, and have added safety responsibilities relating to Homeland Security regulations and Hazmat handling.
- B) The Toll Collection Superintendent now encompasses responsibilities for assisting department executives with project management responsibilities of bridge and parking meter issues which entail professional level research, presentation and coordination duties. Additionally, the position has assumed second level supervision of the parking meter section. The minimum qualifications of the position were modified to increase the required experience by one (1) year and to require the equivalency of a Bachelor's Degree. A title change for the Superintendent position has been proposed.

The attached proposed job specifications summarizing the primary duties, responsibilities, minimum qualifications, title change and other requirements of these job classes were revised using the City's current style and format conventions and have been reviewed by the Human Resources Director and the Streets Director. The proposed grade changes shown above are warranted by internal equity considerations of the increased accountability inherent in the revision of the affected job classes as well as external competitiveness considerations in order to reflect current market conditions. Approval of these actions will be the basis for the Commission to consider reclassification of the related positions and incumbents listed on the regular agenda for this meeting.

This recommendation is being made pursuant to:

Civil Service Rule 4, Classification, Section 4(a), Reclassification of Positions:

"The Commission or the Human Resources Director may investigate of its own accord or upon the request of a department head, any change in the duties and responsibilities of a position from those upon which it was originally classified. If it is found that the duties and responsibilities of the position have changed so significantly that the former classification is a substantially inaccurate description of the current duties and responsibilities, the Commission will request the Mayor to direct the Human Resources Director to place the position in its proper class and grade."



Human Resources Department

MEMORANDUM

"A change in compensation applying to all positions of the same class and grade will not affect the seniority or other rights of those in the Civil Service. The Human Resources Director may at any time secure from the appointing authority, department heads or employees involved, statements of the duties and responsibilities of the position under review. The appointing authority, department heads and employees concerned will have an opportunity to be heard before the revised class is approved and to appeal to the Commission in accordance with Article VI, Section 6.13-4 of the Charter."

Attachments



General Purpose

Under direction, manage coordination of toll bridge collection and parking meter operations through subordinate supervisors.

Typical Duties

Plan, organize, implement, direct, and assess toll bridge and parking meter division operations including contractor services such as equipment maintenance, janitorial, security and armored car pickup. Involves: Review collection practices, and develop and establish procedures and policies. Formulate and set goals and objectives, determine work distribution, and monitor progress. Review and evaluate service and control delivery methods and systems. Integrate functions with those of other organizations to ensure administrative, accounting and audit requirements are satisfied. Regulate oversight of posting of toll and meter collections, adjustment or cancellation of incorrect transactions, reconciliation of receipt shortages and overages, and compilation and maintenance of related periodic financial records and reports. Collaborate with national, regional and local law enforcement agencies to oversee compliance with mandated security measures. Comply with and enforce safety regulations including hazardous materials handling procedures. Inspect and schedule maintenance and repair of toll booths, bridge approaches, lane marking, computer systems, parking meters, video security and lighting systems. Attend meetings and make presentations. Oversee contractor services, including equipment maintenance, janitorial, security and armored car pickup.

Analyze and evaluate opportunities to improve bridge toll collections and parking meter systems. Involves: Research, and recommend approaches to simplify and automate systems and maintain public services. Evaluate and develop feasibility and impact of revising policy and implementing new projects. Assist management in projecting adjustments to toll and parking meter fees. Project cost impact of new policies and programs.

Administer expenditure of appropriated funds. Involves: Prepare revenue, operating and capital budgets for assigned sections. Direct preparation of payroll and purchase requisitions. Recommend and justify equipment purchases. Research and prepare payroll, purchase requisitions and specifications for equipment, machines, parts and supplies, estimate costs and participate in evaluation of vendors' quotes.

Investigate and resolve complaints from public officials, other departments or the public. Involves: Review incident reports, shift logs, videos and receipts. Research and provide accurate information and respond to customer complaints and inquiries on various issues either in person, by phone, or correspondence. Assist employees in dealing with hostile or distraught persons.

Supervise assigned supervisory, non-supervisory and contract personnel. Involves: Schedule, assign, guide and check work. Appraise employee performance and review evaluation reports of subordinate supervisors. Engage in or arrange for employee training and development. Enforce personnel rules and regulations, department policies, and work standards regarding attendance and conduct. Counsel, motivate and maintain harmony. Interview applicants. Recommend hiring, termination, transfers, discipline, merit pay or other employee status changes.

Perform related duties as required. Involves: Substitute, if assigned, for immediate supervisor or coworkers during temporary absences, as qualified, by performing specific duties and responsibilities essential to maintaining continuity of ordinary operations. Provide project support as assigned. Serve on ad hoc committees. Order supplies, materials and equipment.

Knowledge, Abilities and Skills

- Considerable knowledge of bookkeeping, auditing, internal control and cash handling practices and procedures.
- Considerable knowledge of office procedures, Mexican currency and exchange rate, bank deposit preparation and reconciliation procedures.
- Good knowledge of supervisory techniques.
- Good knowledge of automated toll and parking meter systems.
- Some knowledge of coin operated equipment.
- Ability to use automated accounting methods to comply with department and City policies and statutory requirements.

- Ability to impartially and firmly exercise delegated supervisory authority and enforce personnel rules.
- Ability to maintain effective working relationships with City employees, officials, governmental agencies, contractors, and the public, including irate individuals.
- Ability to conduct research, evaluate findings and make recommendations.
- Ability to prepare reports and maintain financial records.
- Ability to accurately and quickly calculate figures and amounts such as proportions, percentages and currency exchange rates.
- Ability to express oneself persuasively, clearly and concisely, orally and in writing to prepare proposals and make presentations.
- Skill in operation and care of computer terminal, personal computer, coin sorters and counters, and generic business productivity and specialized toll collection and accounting software.

Other Job Characteristics

- Occasional exposure to automotive exhaust fumes.
- Occasional exposure to adverse weather conditions.
- Occasional lifting and carrying of heavy weight objects (up to 75 pounds).

Minimum Qualifications

Education and Experience: Equivalent to an accredited Bachelor's Degree in Business Administration, Public Administration or related field, plus three (3) years supervision experience of cash processing such as toll collection or cashing.

Licenses and Certificates:

- Texas Class "C" Driver's License or equivalent from another state by time of appointment.

Special Requirements:

- Must be bondable.
- Subject to 24-hour call and mandatory recall during emergency operations.

Human Resources Director

Department Head

CITY OF EL PASO - JOB SPECIFICATION

52581.PM539 GS 7727

Clerical and Office Professional and Managerial Branch
Fiscal and Financial Group
Office Supervision and Customer Services Group
Revenue Collection Management Office Supervision Series

TOLL COLLECTION MANAGER SUPERINTENDENT

0308/9104 (AIS)

Summary General Purpose

Under direction, supervises manage and coordinates on of the toll bridge collection and parking meter operations through subordinate supervisors activities for the City., performs related duties as required.

Typical Duties

Plans, organize, implement, direct, assigns and assess supervises the bridge toll bridge and parking meter collection division operations including contractor services such as equipment maintenance, janitorial, security and armored car pickup. Involves: function for the city; Review collection practices, and develop and establish procedures and policies. Formulate and set goals and objectives, determine work distribution, and monitor progress. Review and evaluate service and control delivery methods and systems. Integrate functions with those of other organizations to ensure administrative, accounting and audit requirements are satisfied. Regulate oversight of posting of toll and meter collections, adjustment or cancellation of incorrect transactions, reconciliation of receipt shortages and overages, and compilation and maintenance of related periodic financial records and reports. collections discrepancies and produce other periodic reports, reviews and updates cashiering policies, procedures and systems; hires new employees, reviews and approves work schedules. Collaborate with national, regional and local law enforcement agencies to oversee ensure compliance with mandated security measures. Comply with and enforce safety regulations including hazardous materials handling procedures. Inspect and schedule maintenance and repair of toll booths, bridge approaches, lane marking, computer systems, parking meters, video security and lighting systems. Compile and maintain periodic financial records and reports. Attend meetings and make presentations. Oversee Assists in securing and overseeing contractor services, including equipment maintenance, janitorial, security and armored car pickup.

Investigate and resolve complaints from public officials, other departments or the public. Involves: Review incident reports, shift logs, videos and receipts. Provide accurate information to inquiries either in person or by phone. research and respond to complaints. Assist employees in dealing with hostile or distraught persons. Correspond with customers on various issues.

Analyze and evaluate opportunities to improve bridge toll collections and parking meter systems. Involves: Research, and recommend approaches to simplify and automate systems and maintain public services. Evaluate and develop feasibility and impact of revising policy and implementing new projects. Assist management in projecting adjustments to toll and parking meter fees. Project cost impact of new policies and programs.

Administer expenditure of appropriated funds. Involves: Prepare revenue, operating and capital budgets for assigned sections. Direct preparation of payroll and purchase requisitions. Recommend and justify equipment purchases. Research and prepare payroll, purchase requisitions and specifications for equipment, machines, parts and supplies. estimate costs and participate in evaluation of vendors' quotes.

Investigate and resolve complaints from public officials, other departments or the public. Involves: Review incident reports, shift logs, videos and receipts. Research and provide accurate information and respond to customer complaints and inquiries on various issues either in person, by phone, or correspondence. Assist employees in dealing with hostile or distraught persons.

Supervise assigned supervisory, non-supervisory assigned subordinate and contract personnel staff. Involves: Schedule, assign, guide and check work. Appraise employee performance and review evaluation reports of subordinate supervisors. Engage in or arrange for employee training and development. Enforce personnel rules and regulations, department policies, and work standards regarding attendance and conduct. Counsel, motivate and maintain harmony. Interview applicants. Recommend hiring, termination, transfers, discipline, merit pay or other employee status changes.

CITY OF EL PASO - JOB SPECIFICATION

52584 PM539 GS 7727

~~make presentations. Ability to effectively communicate orally both in English and Spanish is desirable and in writing.~~

~~Skill in operation and care of computer terminal, personal computer, coin sorters and counters, and generic business productivity and specialized toll collection and accounting software.~~

~~Additional Requirements: Must be bondable. Must be willing to be on 24-hour call.~~

Physical Requirements Other Job Characteristics:

- ~~Occasional Exposure to automotive exhaust fumes.~~
- ~~Occasional exposure to adverse all-weather conditions.~~

~~Occasional lifting and carrying of heavy weight objects (up to 40 to 750 pounds).~~

Minimum Qualifications

~~Education and Experience: Equivalent to an accredited Bachelor's Degree in Business Administration, Public Administration, high school or General Education Development (GED), supplemented with courses in bookkeeping and commercial subjects or related field, plus six (6) years supervision experience of cash processing such as bookkeeping, toll collection or and cashiering experience, including three (3) years supervising a toll collection function.~~

Licenses and Certificates:

- ~~Texas Class "C" Valid U.S. Driver's License or equivalent from another state by time of appointment.~~

Special Requirements:

- ~~Must be bondable.~~
- ~~Subject to 24-hour call and mandatory recall during emergency operations.~~

Human Resources Director or Personnel

Department Head